

VARICOSE VEIN THERAPY: WHAT INTERPRETERS NEED TO KNOW

Each month, the Communicator Express includes information on a specialty of one of our client healthcare institutions. This month's focus is varicose vein therapy.

Varicose veins are enlarged veins that can be flesh-colored, purple or blue. They usually appear swollen and twisted on the backs of the calves or on the inside of the leg. Varicose veins called hemorrhoids can also form in the vagina or around the anus.

Normally, the valves in our veins keep blood flowing. But the valves in varicose veins are either damaged or missing, and this causes the veins to remain filled with blood.

According to www.womenshealth.gov, varicose veins affect 1 out of 2 people age 50 and older, and they usually enlarge and worsen over time. Severe varicose veins can cause health problems that include:

- Severe venous insufficiency (This is when severe pooling of blood in the veins slows the return of blood to the heart. This condition can cause blood clots and severe infections.)
- Sores or ulcers on skin tissue around varicose veins.
- Ongoing irritation, swelling and painful rashes of the legs.

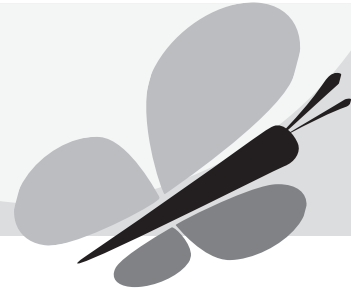
Varicose veins treatments help remove non-moving blood and re-route blood flow through deeper veins in the legs. There are several types of treatment:

- Surgical vein stripping is an outpatient procedure requiring general anesthesia. The surgeon makes a cut at the bottom and the top of the varicose vein and inserts a thin, plastic, tube-like instrument. When the tube is pulled out, it pulls the vein from out under the skin.



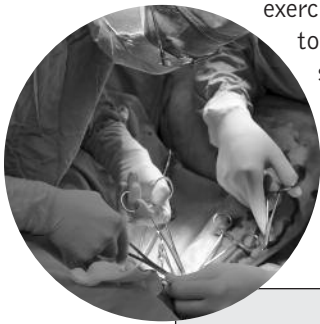
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CONTINUED ON PAGE 2



VARICOSE VEIN THERAPY: WHAT INTERPRETERS NEED TO KNOW CONTINUED FROM PAGE 1

- Sclerotherapy is done while the patient is standing. A solution is injected into each varicose vein to cause clotting, which closes off the vein. An elastic bandage is wrapped snugly around the legs after the procedure.
- Endovenous ablation therapy is an outpatient procedure requiring local anesthesia. A thin tube is inserted into the vein. Then, using laser or radiowave energy, the vein is heated and cauterized and closed off.



Interested in preventing varicose veins? Then exercise regularly, walking or running to improve your circulation and vein strength. Other preventive measures include controlling your weight, not crossing your legs when sitting, and elevating your legs during rest.

As interpreters, it is important that we remember to not stand or sit for long periods of time. If you must stand for a long time, shift your weight from one leg to the other every few minutes. If you must sit for long periods of time, stand up and move around or take a short walk every 30 minutes, as the situation permits. Some interpreters suggest wearing elastic support stockings and avoiding tight clothing that squeezes the waist, crotch, or legs.

Although interpreters live fast-paced lives, it's best if they avoid "fast food". Plan ahead to eat a low-salt diet rich in high-fiber foods, as eating fiber reduces the chances of constipation that can contribute over time to the development of varicose veins.

Varicose Vein Vocabulary Match Game

Match the new vocabulary terms from the article above to their corresponding definitions.

- | | |
|--|---|
| _____ 1. Endovenous ablation therapy | a. A procedure to clot a vein and close it off |
| _____ 2. Hemorrhoids | b. A procedure to pull varicose veins out of the leg |
| _____ 3. High-fiber foods | c. A procedure to cauterize and close off a vein |
| _____ 4. Irritation, swelling and painful rashes | d. Symptoms of severe varicose vein issues |
| _____ 5. Sclerotherapy | e. These foods reduce the chance of constipation |
| _____ 6. Severe venous insufficiency | f. Varicose veins found in the vagina or around the anus |
| _____ 7. Surgical vein stripping | g. When blood pooling in the veins does not return to the heart |

Information on varicose vein therapy and prevention was adapted from <http://www.nlm.nih.gov/medlineplus/ency/article/002952.htm> and <http://www.womenshealth.gov/faq/varicose.htm>.

THE GREEN INTERPRETER – SAVING MONEY AND THE ENVIRONMENT

Each month, the Communicator Express publishes tips to help freelancers remain financially successful in face of today's tough economic landscape. These might include ideas on "going green", saving money, and maximizing time. Last month, we encouraged our readers to save fuel by avoiding aggressive driving habits such as speeding, rapid acceleration and excessive braking, which can lower your gas mileage by 33 percent at highway speeds and by 5 percent in the city.

This month's tips on "green" office equipment come from www.business.gov, the official business link to the U.S. government:

- Always buy ENERGY STAR qualified products for your small business. The ENERGY STAR mark indicates the most efficient computers, printers, copiers, refrigerators, televisions, windows, thermostats, ceiling fans, and other appliances and equipment.
- Consider buying a laptop for your next computer upgrade; they use much less energy than desktop computers.
- Turning off machines when they are not in use can result in enormous energy savings. To maximize savings with a laptop, put the AC adapter on a power strip that can be turned off (or will turn off automatically); the transformer in the AC adapter draws power continuously, even when the laptop is not plugged into the adapter.
- In the average home, 75% of the electricity used to power home electronics is consumed while the products are turned off. This can be avoided by unplugging the appliance or using a power strip and using the switch on the power strip to cut all power to the appliance.

Are you saving money and the environment? CCCS invites interpreters to send suggestions on ways to expertly manage the business of freelance interpreting to vphillips_costa@cccsorg.com.

COMING SOON! CCCS QUALITY ASSURANCE PROGRAM

Starting this month, CCCS staff will begin to conduct random site checks at scheduled interpreting assignments.

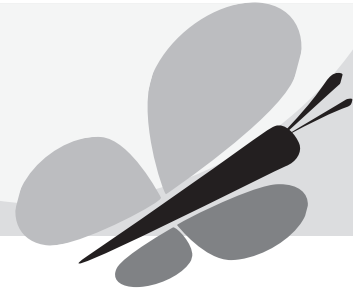
This new quality assurance programs will allow our organization to draw closer to its freelance interpreter pool and provide individualized feedback like never before. For more information on CCCS quality assurance initiatives, contact Amanda Duross, Interpreter Resource/Quality Assurance Program Director, at aduross@cccsorg.com or by phone at 781-729-3736 x.120.



CONSIDER BUYING A
LAPTOP FOR YOUR NEXT
COMPUTER UPGRADE;
THEY USE MUCH LESS
ENERGY THAN DESKTOP
COMPUTERS.

CONGRATULATIONS TO CCCS INTERPRETERS OF THE MONTH!

CCCS is proud to sponsor the Interpreters of the Month award for exceptional service. Our August 2008 Interpreters of the Month are Takele Gerba (Amharic) and Yoo-Kyung Kim (Korean). Thank you Takele Gerba and Yoo-Kyung Kim for your exceptional work!



ASK CCCS: WHAT IS THE POLICY ON LEAVING ASSIGNMENTS PRIOR TO THE SCHEDULED DEPARTURE TIME?

All CCCS assignments are given a start time and an estimated departure time. When you accept an assignment with CCCS, you are, in effect, committing yourself to a minimum amount of time for that assignment.

If an interpreter is already in a facility when a case is cancelled due to a no-show, and the interpreter is requested by the customer to interpret for another patient at the time of the originally scheduled assignment, the interpreter must comply and will be paid for only one assignment.

If an interpreter is already in a facility when a case is cancelled due to a no-show, and the customer tells the interpreter that he/she is free to leave, the interpreter must call CCCS and inform the Interpreter Services Department of the situation. The interpreter must also request that the customer sign the SVF form indicating permission for the interpreter to leave.

For more information on CCCS policies and guidelines, consult your copy of the Medical Interpreter Foundations Training Manual. If you have misplaced your personal copy of this publication, contact Gail Marinaccio, Interpreter Resource Associate, at gmarinaccio@cccsorg.com or 781-729-3736 x.106.

ARE YOU INTERESTED IN BECOMING A CCCS LANGUAGE COACH?

Language coaches are active, experienced interpreters with a near-native command of English and a corresponding target language, a strong bilingual medical vocabulary and an excellent teaching ability. They must consistently serve as models and examples of professional and ethical behavior, both in their individual interpreting practice and in their coaching work. It is the responsibility of the language coach to become familiar with the NCIHC and IMIA Standards of Practice, as well as with any applicable local guidelines, and to compare these as they relate to the fundamental principles of medical interpretation.

CCCS is currently contracting language coaches for its Art of Medical Interpretation programs. As a pre-requisite to selection, all language coaches should have at least two years interpreting experience and have formalized their education in interpreting by successfully completing a minimum of 54 hours of language-specific training in a recognized certificate or degree program and attending a custom training session for prospective coaches.

CCCS will host its second annual training event for language coaches on Thursday, August 28th, from 6PM to 9PM. If you are interested in attending this event in preparation for language coaching work, contact Vonessa Phillips Costa, CCCI Director, at vphillips_costa@gmail.com or 781-729-3736 x.110.

CCCS COURSE OFFERINGS

The Cross Cultural Communication Institute at CCCS, Inc. offers introductory, intermediate and advanced training for legal, medical and mental health interpreters.

Each semester, CCCS offers interpreter training programs at its Woburn, MA and Nashua, NH locations. The following outlines our Fall 2008 course offerings in those locations. For information on CCCS training programs in other states, or to bring CCCS training to your organization, contact Vonessa Phillips Costa, CCCI Director, at (888) 678-CCCS ext. 110.

Introduction to the Art of Medical Interpretation 40-Hour Certificate Program
 November 17-21 (Nashua, NH)
 December 1-5 (Woburn, MA)
 Languages: Spanish, Portuguese

This program targets active interpreters in need of formal training, as well as trained interpreters in need of a refresher course. Training sessions focus on simple interpreting strategies for accuracy and completeness as well as tips for controlling the flow of triadic communication, asking for repetition and clarification, and successfully executing the three stages of complete interpretation: pre-session, session and post-session.

Language-specific student groups will work independently to master English and target language medical terminology and develop bilingual glossaries for use in their interpreting practice. Language coaches and target language materials will be provided for each group.

Upon completion of this training program, we expect that students will demonstrate a greater understanding of the power of language through the Samurai! method for taming complex medical terminology and will also have become familiar with key cultural competency models, conflict resolution tools for the triadic encounter, and their practical applications in basic interpreting.

Admission requires submission of a completed application and non-refundable \$375 deposit, and proof of interpreting experience, as expressed in one of the following: a letter of recommendation stating that the applicant has worked as an interpreter or related profession or has served as a volunteer interpreter; or enrollment in a graduate or undergraduate program in a related field.

Students must be 18 years of age or older, and possess a high school diploma or GED equivalent. Although the program targets active medical interpreters who need to formalize their education, it is also open to bilingual community members. All program applicants must pass a mandatory pre-screening exam in English and target language prior to acceptance in program. Applicants must pass language screening at a minimum of "Advanced Low" under the ACTFL Proficiency Guidelines/ Speaking (see www.actfl.org). There is a pre-screening fee of \$30.

Cost: \$650 per student/all locations

Note: Active CCCS interpreters are eligible for a 50% tuition discount.

The Art of Medical Interpretation 54-hour Certificate Program

Group I: Tuesdays, 9/9-12/9, 6PM-10PM (Woburn, MA)

Group II: Thursdays, 9/18-12/18, 6PM-10PM (Woburn, MA)

Group III: Saturdays, 9/13-11/15, 9AM-3PM (Nashua, NH)

Group IIII: Saturdays, 9/20-11/29, 9AM-3PM (Brockton, MA)

This program targets interpreters at all levels and fosters an environment that gives each individual a measure of control over the learning process. Training sessions focus on interpreting technique, cultural competency and ethics, mastering medical terminology through the Samurai! method, developing specialized glossaries and increasing memory

power. Learning is measured through role-play and interpreter evaluation tools.

The American Translators Association has approved the Art of Medical Interpretation 54-hour training program for 5 Continuing Education Points. Class size is limited to 30 interpreters and features spoken languages only. Language coaches and target language glossaries will be provided to groups of 3 or more interpreters working in each target language. All applicants must pass a mandatory pre-screening exam in English and target language(s) prior to acceptance in program. Applicants must pass language screening at a minimum of "Advanced Low" under the ACTFL Proficiency Guidelines/Speaking (see www.actfl.org). There is a pre-screening fee of \$30.

Cost: \$695 per student/Massachusetts-based programs \$595 per student/New Hampshire-based programs

Note: Active CCCS interpreters are eligible for a 50% tuition discount.

Fundamentals of Legal Interpretation

Sundays, 9/7-11/23, 9AM-2PM (Woburn, MA)

Wednesdays, 9/17-11/26, 9AM-2PM (Nashua, NH)

Instructor: Frank Geoffrion

This 60-hour workshop series will clarify the legal interpreter's role and explore guidelines for legal interpreters. Students will participate in a series of interpreting-related activities designed to encourage short-term and long-term memory development. Such activities include learning to "listen for meaning", memory exercises, shadowing, dual-task training, paraphrasing, and sight translation.

Students will also develop an extensive vocabulary with concentration on terminology specific to legal matters and will become familiar with basic legal concepts.



Language coaches and target language materials will be provided for groups of 4 or more interpreters working in the same language pair.

Class size is limited to 20 interpreters and features Spanish, Portuguese, Arabic and Bosnian. All applicants must pass a mandatory pre-screening exam in English and target language(s) prior to acceptance in program. Applicants must pass language screening at a minimum of "Advanced Low" under the ACTFL Proficiency Guidelines/Speaking (see www.actfl.org). There is a pre-screening fee of \$30.

Cost: \$750 (materials included)

Note: Active CCCS interpreters are eligible for a 50% tuition discount.

To schedule your language screening test or to register for any CCCS program, contact:

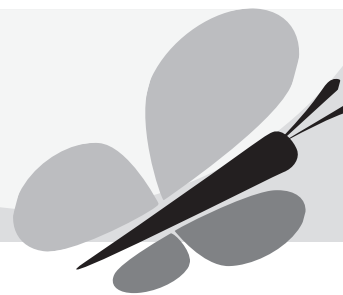
Mariana dePaula, CCCI Program Assistant

p: 781-729-3736 x.111

f: 781-729-1217

e: mdepaula@cccsorg.com

Active since 1996, CCCS is a recognized authority on cultural-linguistic services, providing consultation, interpretation, translation and training services to healthcare, educational, legal and business institutions nationwide. The Cross Cultural Communication Institute at CCCS, Inc. is a licensed postsecondary career school in the State of New Hampshire.



CCCS NATIONWIDE: NATI CONFERENCE PRESENTATION

On July 25-26, our own Vonessa Phillips Costa presented a two-part workshop "Building an Interpreter Training Program with the Art of Medical Interpretation" at the 9th Annual Regional Conference of the Nebraska Association of Translators and Interpreters.

This two-part workshop walked current and prospective interpreter trainers through curriculum development for 40- to 60- hour programs using The Art of Medical Interpretation series of innovative manuals, videos and other aids, such as Role Play Packs for individual and group skill-building in consecutive interpretation.

Is your organization developing an interpreter-training program? Are you an instructor looking for fresh material for your classes? We invite you to explore the ways The Art of Medical Interpretation training tools for healthcare interpreters can enrich your program! For more information, contact Vonessa Phillips Costa, CCCI Director, at vphillips_costa@cccsorg.com or by phone at 781-729-3736 x.110.

MEDICAL INTERPRETER FOUNDATIONS TRAINING SCHEDULE

Interpreters who wish to receive assignments from CCCS must provide proof of formal interpreter training, current immunizations, and attendance at the Medical Interpreter Foundations Training (MIFT), an orientation and refresher course for CCCS interpreters.

If you need to attend a MIFT session, contact Gail Marinaccio at gmarinaccio@cccsorg.com or by phone at 781-729-3736 x.106 to reserve your seat for one of the following dates:

Monday, August 25 (9AM-5PM)
Monday, October 20 (9AM-5PM)
Monday, December 15 (9AM-5PM)

12TH ANNUAL INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION CONFERENCE

The 2008 Conference is going to be held in Cambridge, MA at the Hyatt Regency Hotel on October 10-12. The theme this year is "Addressing Health Care Disparities by Ensuring Language Access to All".

The goal of the conference organizers is to promote more knowledge and understanding of how to ensure language access to all. This year's features include:

- Expert Educational Workshops
- Medical Interpreter Job Fair
- Interpreter Testing On-site
- Annual Salary Survey Presentation
- Reception with Live Entertainment
- Public addresses from leaders in the field

The Keynote speaker is Peter B. Angood, MD. Dr. Angood is the inaugural Chief Patient Safety Officer and a Vice President for The Joint Commission and Co-Director of the Joint Commission International Center for Patient Safety. He is also a lead for the World Health Organization's Collaborating Center for Patient Safety Solutions, a component of the WHO Alliance for Patient Safety that was designated to the Joint Commission.

Medical interpreting is a fast changing field and this conference is a must if you want to be abreast of the latest changes in policies, practices and developments in the field! Register online at <http://www.imiaweb.org/conferences/default.asp>



CCCS

cross cultural communication systems, inc.

PO Box 2308, Woburn, MA 01888 | p: 781-729-3736 | f: 781-729-1217

New Hampshire Regional Office: PO Box 733, Nashua, NH 03060 | p: 1-888-678-CCCS | f: 603-386-6655

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